

Isabella Fernandez

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SUMMARY

Friendly and motivated college student studying public relations with a strong passion for hospitality and customer service. Known for creating positive guest experiences, communicating clearly, and staying composed in fast-paced environments. Brings a people-first mindset and a genuine enthusiasm for helping others.

EDUCATION

CALIFORNIA STATE UNIVERSITY, LONG BEACH (CSULB)

Bachelor of Arts in Public Relations

Expected May 2027

EXPERIENCE

Olive Garden – Cerritos, CA

Host

June 2025 – Present

- Manage daily front-of-house operations and effectively prioritized tasks to ensure that host station runs smoothly
- Provide exceptional customer service by greeting guests in a professional and friendly manner
- Demonstrate accuracy and attention to detail when taking reservations and updating guest seating chart for 60+ tables
- Communicate effectively with manager and coworkers
- Support front-of-house operations and provided additional assistance wherever needed to ensure smooth service

Center for Community Engagement, CSULB - Long Beach, CA

Student Assistant

August 2024 - Present

- Support staff in task execution to enhance team efficiency and meet project deadlines.
- Boost social media engagement to expand community reach and visibility.
- Organize community outreach events to foster local partnerships and participation.
- Collaborate with peers to achieve consistent task completion.
- Demonstrate a proactive attitude in supporting community initiatives, and contributed to a positive team environment.

SKILLS

Computer: Microsoft Office (Word, PowerPoint, Excel), Google Docs, Canva,

- Guest Engagement
- Adaptability
- Multitasking
- Team Collaboration
- Customer Service
- Attention to Detail
- Organizational Skills
- Strong Work Ethic